



Office of the Administrative Director — Fiscal Office, Support Services Division

THE JUDICIARY • STATE OF HAWAII • 1111 ALAKEA STREET, 6TH FLOOR • HONOLULU, HAWAII 96813-2807
TELEPHONE (808) 538-5805 • FAX (808) 538-5802

May 18, 2006

To: All Interested Providers

From: Janell M. Kim, Financial Services Administrator

Subject: Request for Information
Additional Health & Human Services for Fiscal Year 2007

The Judiciary, State of Hawaii is publishing this Request for Information (RFI) pursuant to Chapter 103F, Hawaii Revised Statutes, to obtain comments and suggestions from interested providers for the planned purchases of additional Health and Human Services during Fiscal Year 2007. Draft service specifications for the additional purchases are attached to this RFI for your review or are available through the Judiciary's website at <http://www2.hawaii.gov/jud> under "General Information; Business with the Judiciary"

Persons or organizations interested in commenting about the draft specifications must submit, email, or postmark their comments before midnight on **June 2, 2006** to the appropriate program contact person listed in the RFI. Input received in response to this RFI may be incorporated into the specifications and be used in a formal Request for Proposals, scheduled for June 2006. (Note: The receipt of comments to this RFI will not be a pre-requisite to submit proposals for the subsequent RFP.) Contracts resulting from the RFP will be for the period July 1, 2006 to June 30, 2007.

Programmatic questions regarding this RFI shall be directed to the appropriate program contact person indicated in each service specification, while other RFI questions may be directed to Jonathan Wong in the Judiciary Contracts & Purchasing Office at 808-538-5805, or email jonathan.h.wong@courts.state.hi.us. Thank you.

A handwritten signature in cursive script, reading "Janell M. Kim".

JANELL M. KIM
Financial Services Administrator

(State Procurement Office and Judiciary website: May 18, 2006)

THE JUDICIARY, STATE OF HAWAII

REQUEST FOR INFORMATION DRAFT SERVICE SPECIFICATIONS

May, 2006

The following Section Two - Service Specifications, is an excerpt from a draft Request for Proposal (RFP) scheduled to be issued in June 2006. Pursuant to Chapter 103F, Hawaii Revised Statutes, this Request for Information (RFI) is submitted at this time, prior to the RFP, for the purpose of obtaining comments and suggestions from interested providers of such services. Input received in response to this RFI may be incorporated into the specifications and used in the formal RFP.

SECTION TWO - SERVICE SPECIFICATIONS

2.0.1 Introduction

A. Background

The Judiciary, State of Hawaii, provides support, intervention and/or rehabilitative services to juveniles, adults and families through its Adult Client Services (fka Adult Probation Divisions), Juvenile Client and Family Services (fka Family Courts), Children's Justice Centers, and Drug Courts in each judicial circuit. It also provides mediation services through its Center for Alternative Dispute Resolution. Recent legislation has provided funding for Immigrant Civil Legal Services. In carrying out their goals for these areas, all circuits utilize community resources on a purchase Health and Human Services basis.

The following provides the specifications for organizations wishing to provide services to the Judiciary for the State Fiscal Year 2007. Upon evaluation and acceptance of proposals, when practicable and upon mutual agreement, contracts may be negotiated on a statewide basis, making services available to children, youth, adults and families in all circuits. **The contract term will be for approximately 12 months, e.g., July 1, 2006 through June 30, 2007.**

B. Purpose or Need

The Judiciary purchases services in compliance with statutory mandates and orders from the courts. The greater public purpose for obtaining the services is to: enhance public and victim safety; provide rehabilitative or intervention services to offenders; promote the welfare of families and children by protecting them from physical and psychological harm; and maintain a judicial process that helps to reduce the courts' workload while promoting fairness and prompt action.

Planning activities related to this RFP involved the issuance of requests for information (RFI). Tentative specifications and funding allocations were included with the RFIs, and comments and inputs on aspects of the specifications, such as objectives, target group(s), services and costs, were welcomed. Meetings and discussions were also offered. The views of service recipients and community advocacy organizations were also considered on conditions affecting the achievement of mandated goals. Input was also obtained from funders, including the Legislature and federal agencies.

Note: The following segment contains the program specifications for the requested services.

2.0.2 Description and Location of Services

Service Specification Number	Service Spec. Code	Description of Service	1st Circ. (Oahu)	2nd Circ. (Maui, Molokai, Lanai)	3rd Circ. (Hawaii)	5th Circ. (Kauai)	Admin. Services
		Juvenile & Family Client Svcs					
2.1	JFC5IC	In-Community Services (Teen Court)				X	
		Administrative Services					
2.2	ADML	Immigrant Civil Legal Services					X

**2.1 RFP Title: Juvenile and Family Client Services, Fifth Circuit
JFC5IC - In-Community Services (Teen Court)**

2.1.1 Introduction

A. & B. - (SEE SECTION 2.0.1)

C. Description of the goals of the service

To provide an alternative **diversion program** for Family Court referrals for first time juvenile offenders who meet the referral criteria. Referrals may be from the **Kauai Police Department and/or the County Prosecuting Attorney's Office**. Teen (peer) jury system to apply balanced and restorative justice values of accountability, competency development and public safety to help participants increase law abiding behaviors and reduce the risk of recidivism. The court may be presided over by an attorney or **per diem** judge.

D. Description of the target population to be served

Juveniles, ages 10 to 17

Estimated number of juveniles is no less than **100** per year, but to include any and all court referrals in excess of this number.

E. Geographic coverage of service

Island of **Kauai**

F. Probable funding amounts, source, and period of availability

Probable funding amounts:

	<u>FY 2007</u>
	\$60,000.00

Funding source: State General Funds.

Period of availability: The Judiciary intends to award a one year contract for the period July 1, 2006 to June 30, 2007. Funds are available for only this contract duration. Thereafter, the service will be evaluated and dependant upon the availability of funds, will be re-published in a Request for Proposal.

2.1.2 General Requirements

A. Specific qualifications or requirements, including but not limited to licensure or accreditation

1. The applicant shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable Hawaii Administrative Rules.
2. The applicant must have demonstrated competence or qualifications to perform the required services.
3. The applicant must have an accounting system, with acceptable accounting practices and standards.
4. The proposed service must meet all required state licensing or certification standards, provide assurances of fair hearing and grievance procedures for clientele, civil rights compliance, information safeguarding practices, and provide proof of insurance coverages as applicable.
5. The applicant shall submit in a timely manner upon request by the Judiciary, any additional information needed by the Judiciary to make a decision on the applicant's proposal. The Judiciary may request an oral discussion or presentation in support of the proposal. On-site visits may be made.
6. The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/01/98), which can be found on the SPO website (See Section 5, POS Application Checklist, for the website address).

B. Secondary purchaser participation

(Refer to §3-143-608, HAR)

After-the-fact secondary purchases will be allowed.

C. Multiple or alternate proposals

(Refer to §3-143-605, HAR)

☐ Allowed ☒ Unallowed

D. Single or multiple contracts to be awarded

(Refer to §3-143-206, HAR)

☒ Single ☐ Multiple ☐ Single & Multiple

E. Single or multi-term contracts to be awarded
(Refer to §3-149-302, HAR)

[**XX**] Single term (<1 yr) [] Multi-term (>1 yr)

The initial term of the contract shall be for **ONE (1)** year. Funds are available for only the initial term of the contract.

F. RFP contact persons

The individuals listed below are the points of contact from the date of release of this RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person(s) and received on or before the day and time specified in Section 1.4 (Procurement Timetable) of this RFP.

If you have any technical questions regarding the Request for Proposal, please call the following individual:

Judiciary Contracts & Purchasing Office
Jonathan H. Wong at (808) 538-5805 fax: 538-5802
Email: jonathan.h.wong@courts.state.hi.us

If you have programmatic questions regarding the requested services, please call the following individual:

Kauai: Family Court of the Fifth Circuit
David M. Lam at (808) 482-2378 fax: 482-2442
Email: david.m.lam@courts.state.hi.us

2.1.3 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities (Minimum and/or mandatory tasks and responsibilities)

Services are being requested for a Teen Court diversion program for first time Petty Misdemeanor, Misdemeanor, and Status offenders.

Services will include but not be limited to Teen Jury participation, community service, monetary restitution, and assessment for substance abuse, anger management and high risk behaviors for referral to appropriate treatment.

Services should be reflective of the court's balanced and restorative justice philosophy. The goals of balanced and restorative justice are accountability, competency development and public safety. The needs and interests of the offender, victim and community should be considered as part of the program.

B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

- a. The applicant shall possess and document knowledge, capacity, skills and experience in working with the targeted population.
- b. The applicant shall conduct, at minimum, a criminal history check for any person who is employed or seeks employment or volunteers in a position which necessitates close proximity to clients. This shall apply to all administrative and program staff. For administrative and program staff working in a position which necessitates close proximity to children and adolescents, the criminal history check and fingerprinting check be placed in the employee's or volunteer's personnel file and shall be available for review.
- c. The applicant shall have on the premises at least one person currently certified in First Aid and CPR.
- d. The staff and volunteers, if used by the applicant, shall be under the supervision of the program director or his or her designee and shall, accordingly, be trained in client confidentiality issues and program quality assurance requirements.
- e. The applicant must have sufficient and relevant training and staff development.

2. Administrative

The applicant shall establish and implement policies and procedures which clearly identify the target population for each type of service, the program content, and methods of service delivery.

3. Quality assurance and evaluation specifications

- a. The applicant shall have a quality assurance plan which identifies the mission of the organization, what services will be provided, how they are delivered, who is qualified to deliver the services, who is eligible to receive the services, and what standards are used to assess or evaluate the quality and utilization of services.
- b. Program evaluation should reflect the documentation of the achievement of the stated goals, using tools and measurements consistent with the professional standards of the disciplines involved in the delivery of services.

4. Output and performance/outcome measurements

- a. Output: The applicant shall record unduplicated clients served. The unduplicated client count shall be recorded in the applicant's quarterly reports, culminating in a final unduplicated client count on applicant's final report.
- b. Outcome: The applicant shall indicate measurement tools by which effectiveness of the services may be determined, as well as utilize any provided by the Judiciary.

5. Reporting requirements for program and fiscal data

- a. The provider shall submit written quarterly and year-end reports summarizing output and outcome data, performance accomplishments, challenges, and actual expenditures. Quarterly reports are due 30 days after the end of the quarter. Final reports are due 45 days after the end of each fiscal year and/or at the end of the contracted period, as applicable.
- b. Reports shall consist of a statement by the provider relating to the work accomplished during the reporting period and shall include statements of the nature of the work performed, identification of persons served by the provider during the reporting period, identification of any immediate problems encountered during the reporting period, and any recommendations deemed pertinent by the provider, as well as a statement of what activities are proposed to be accomplished during the next reporting period. In addition to the written progress reports, the provider, upon request, shall be required to meet with representatives of the Judiciary to discuss the progress of the work required.
- c. The provider shall, at the completion of the contract period, submit a final written report to the Judiciary. The report shall include documentation of the provider's overall efforts towards meeting the program goals and objectives. Furthermore, the provider shall furnish any additional reports or information that the Judiciary may from time to time require or request.

6. Pricing or pricing methodology to be used

Fixed price.

7. Units of service and unit rate

Not applicable.

**2.2 RFP Title: Administrative Director Services
ADML - Immigrant Civil Legal Services**

2.2.1 Introduction

A. & B. - (SEE SECTION 2.0.1)

In addition, immigrants in Hawaii are a vulnerable population, especially when confronted with immigration-related legal problems. Often faced with significant language barriers, they are at a serious disadvantage in protecting their rights under the immigration laws and against illegal discrimination. Because the high cost of legal services is beyond the means of low-income immigrants, government provision of legal services for the immigrant poor is necessary for them to obtain professional legal advice, counsel, advocacy and representation necessary to protect their rights.

The purpose of this Request for Proposal (RFP) is to contract for legal services for low-income immigrants statewide.

C. Description of the Goal of the Services

The goal of these services is to protect the legal rights of immigrants by providing them competent and professional legal advice, counsel, advocacy, and representation on immigration matters and ensuring them equal and open access to the immigration legal system.

D. Description of the Target Population

The target population is low-income immigrants who are at or below 150 percent of the Federal Poverty Guidelines and need immigration legal services.

E. Geographic Coverage of Service

Services shall be provided statewide to immigrants in the counties of Honolulu, Maui, Kauai, and Hawaii.

F. Probable Funding Amounts, Source and Period of Availability

Probable funding amounts:

FY 2007
\$249,475

Period of availability: The Judiciary intends to award a one year contract for the period July 1, 2006 to June 30, 2007. Funds are available for only this contract duration. Thereafter, the service will be evaluated and dependant upon the availability of funds, will be re-published in a Request for Proposal.

2.2.2 General Requirements

A. Specific Requirements of Qualifications, Including but not Limited to Licensure or Accreditation

1. The applicant shall hold all licenses, permits, and accreditations, and meet all standards required by applicable federal, state and county laws, ordinances, codes and rules to provide services.
2. The applicant shall have appropriate language capability and/or resources to communicate with clients who have limited or no English proficiency.
3. The applicant shall have the legal services in operation and provide services for the duration of the contract period.
4. The applicant shall comply with Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website (See Section 5, POS Proposal Checklist, for the website address).

B. Secondary Purchaser Participation

(Refer to §3-143-608, HAR)

After-the-fact secondary purchases will be allowed. Planned secondary purchases – None at this time.

C. Multiple or Alternate Proposals

(Refer to §3-143-605, HAR)

☐ Allowed ☒ Unallowed

D. Single or Multiple Contracts to Be Awarded

(Refer to §3-143-206, HAR)

☒ Single ☐ Multiple ☐ Single and Multiple

E. Single or Multi-Term Contracts to Be Awarded

(Refer to §3-149-302, HAR)

☒ Single Term (<1 yr) ☐ Multi-Term (> 1 years)

The initial term of the contract shall be for **ONE (1)** year. Funds are available for only the initial term of the contract. Period shall commence on the latter of the contract start date or Notice to Proceed.

F. RFP Contact Person

The individuals listed below are the points of contact from the date of release of this RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person(s) and received on or before the day and time specified in Section 1.4 (Procurement Timetable) of this RFP.

If you have any technical questions regarding the Request for Proposal, please call the following individual:

Judiciary Contracts & Purchasing Office
Jonathan H. Wong at (808) 538-5805 fax: 538-5802
Email: jonathan.h.wong@courts.state.hi.us

If you have programmatic questions regarding the requested services, please call the following individual:

Oahu: Judiciary's Legislative Coordinating / Special Projects Office
Karen Takahashi at (808) 539-4896 fax: 539-4991
Email: karen.t.takahashi@courts.state.hi.us

2.2.3 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities (Minimum and/or Mandatory Tasks and Responsibilities)

Services shall include, but not be limited to outreach, screening, referral, intake, case assessment, community education, legal advice, counsel, advocacy, and direct legal representation to and on behalf of immigrants in cases involving immigration, discrimination, and public assistance matters.

B. Management Requirements

1. Personnel

- a. Required legal services shall be provided by duly-licensed staff attorneys who are qualified in immigration, discrimination, and public assistance laws. Legal staff shall be in good professional and ethical standing. The attorneys may be assisted by duly-qualified paraprofessional legal staff.
- b. Legal staff shall be provided the resources, information, training, and continuing education necessary to maintain their capability to properly and adequately provide the required services.
- c. The applicant shall have standards and procedures to ensure that all employees are fully qualified to engage in activities and perform the

services required.

- d. The applicant shall have written position descriptions, requirements and qualifications, policies and procedures to assure that all employees are fully qualified to engage in activities and perform the service required.

2. Administrative

Written policies and procedures are required for all services including personnel standards, operating procedures, determination of client eligibility, documentation, record-keeping, data gathering, reporting, financial administration, quality assurance, monitoring and evaluation.

The applicant is required to have a written outcome-based program plan, and an on-going planning and evaluation process for these services.

3. Quality Assurance and Evaluation Specifications

- a. The applicant shall have a written quality assurance plan, including procedures to assure that its services are provided in conformance with all federal, state and county requirements, the requirements of this RFP and POS contracts. The plan shall include procedures to monitor administrative, program and fiscal operations for compliance with all requirements. It shall also provide for procedures to determine whether clients receive consistent, high quality services. The quality assurance plan shall identify roles and responsibilities for on-going implementation.
- b. The applicant shall have a written plan for evaluation of performance in providing the required services, including procedures and methodology to measure, monitor and collect data on outputs and outcomes, and to evaluate the outcomes and other results of its services. The evaluation plan should also include procedures to identify and resolve problems, and make improvements to the program as needed. The evaluation plan should identify staff roles and responsibilities for assuring on-going implementation.
- c. The applicant must also indicate the specific measurement tool(s) and/or procedures that will be utilized to document and verify that each proposed program output and outcome was accomplished.

4. Output and Performance/Outcome Measurements

The applicant shall set forth, using the attached table, the amount of the following outputs and outcomes that it expects to achieve.

a. Output Measurements

- Number of new cases on each island accepted for:
 - a. Immigration law issues
 - b. Civil rights issues
 - c. Public assistance issues
- Number of community information and educational forums in the targeted areas of law presented on each island.
- Number of projects assisted to improve public knowledge about the legal system and relevant laws.

b. Outcomes Measurements

- Number of clients assisted with legal advice, counsel, or representation on each island, including new cases and continuing cases.
- Number of cases closed on each island.

c. The applicant may also propose other measures of effectiveness.

Please use the Performance Output and Outcome Measurements table located at the end of this Service Specification and include it in the Service Delivery section of your proposal application.

5. Experience

The applicant shall have a minimum of one-year of experience in directly providing immigration law, civil rights, and public assistance legal services.

6. Coordination of Services

- a. The applicant shall coordinate with legal service providers, relevant government agencies, and private organizations to receive and make referrals of eligible specialized immigrant law cases.
- b. The applicant shall describe the agencies that it will coordinate its services with and indicate those which it already has established partnerships.

7. Reporting Requirements for Program and Fiscal Data

- a. Quarterly program progress and fiscal reports are required within thirty (30) calendar days after the last day of each quarter. The final report on the total contract period is required within sixty (60) calendar days after the last day of the contract period.

- b. The applicant shall describe its ability to provide quarterly and final reports on program performance, particularly on the outputs and outcomes of services, and on the results of its program evaluations and needs assessments.
- c. The applicant shall describe its ability to provide quarterly and final reports on fiscal performance, particularly comparing its budgeted expenditures to actual expenditures, and identifying and explaining the reasons for variances.
- d. The applicant will be required to report on the number of persons at each office location that were not accepted for legal services, reasons for non-acceptance and/or referral and agencies that they were referred to. The applicant will also be required to report on the final dispositions of cases that are reported closed during the project period.
- e. Other reports as may be required.

8. Pricing Structure or Pricing Methodology to Be Used

Pricing shall be based on cost reimbursement (See Section 3 (V), Financial). The applicant shall submit a cost proposal on the appropriate budget forms listed in Section 3 (V) that are provided on the SPO website (See Section 5, POS Proposal Checklist) and other financial requirements as stated in Section 3 (V). The cost proposal shall be in accordance with Chapter 103F, HRS, Cost Principles for Purchases of Health and Human Services, in form SPO-H-201 provided on the SPO website.

9. Units of Service and Unit Rate

Not applicable.

C. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet the Americans with Disabilities Act (ADA) requirements, as applicable and special equipment that may be required for the services.

